



MEMBERSHIP DIVISION HEAD

Location: Remote

Time Commitment: 10/hrs per week

Contact: bog@caves.org

About the NSS

Founded in 1941, the NSS is the largest membership organization dedicated to caves & caving. Composed of over 8,000 members and 250+ local chapters - known as grottos - we connect cavers so they can explore, study and conserve caves worldwide.

About the Membership Division Head Position

Composed of two departments (Membership and Convention & Events), the Membership Division is the central component of the NSS focused on the fellowship objective of our mission statement. Recruitment of those interested in caves and their retention is critical to the long-term health of the organization. The Membership Division Head oversees membership recruitment and retention, supports convention and other events in the Society, and generally strives to encourage fellowship among cavers. A successful Division Head will work with the Executive Director to help achieve our approved [5-year Strategic Plan](#), which may include advising Departments on their goals, periodically participating in meetings, prioritizing efforts, and ensuring teams have the resources they require. The Membership Division Head will report to the Executive Director (or Interim Executive Director) on Division activities thrice-yearly and meet with them regularly (monthly or as needed). A successful Division Head has the skills and experience to protect the interests of the Society, manage and resolve challenges, and instill respect and confidence across the team and membership.

Key Responsibilities

- Work hand in hand with the Executive Director (ED) to accomplish the Society's mission.
- Communicate effectively with the ED, keeping them apprised of successes and challenges promptly.
- Complete reports from each department for the ED 30 days before each Board meeting.
- Guide departments ensuring alignment with the Strategic Plan and resource availability. When possible, attend department meetings as an ex-officio member, via Zoom or in person.
- Develop and/or update a handbook for each department and/or team. Ensure compliance.
- Address problems promptly and professionally in line with the NSS Code of Conduct.
- Problem-resolve the vacancies, resource gaps, and interpersonal conflicts effectively.
- Work with the S/T and ED to develop an appropriate annual budget for the Division.
- Monitor spending within the Division's budget. Approving expenses in the NSS' A/P platform.
- Manage the Following Departments, supervising direct reports and filling vacancies as needed:

Membership Department:

- o Support & supervise the Membership Department in improving current process or developing new processes for:
 - Member Retention
 - Member Recruitment
 - Member Services & Support



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DEDICATED TO THE EXPLORATION, STUDY, AND CONSERVATION OF CAVES

- o Work with the Communications Division to craft communication and campaigns for the above utilizing the following channels:
 - Email, Social Media, Publication in the NSS News, etc.
- o Support the Internal Organization Department in facilitating communication, support and best practices among NSS Grottos, Regions, Sections, etc.
- o Support & supervise the Awards Departments work in recognizing excellence among members.

Convention & Events Department:

- o Manage the Convention Development Department
 - Support their work to solicit and evaluate bids for future conventions from NSS internal organizations. Provide support for groups considering hosting conventions.
 - Monitoring and suggesting topics for the convention steering division.
 - Coordinating with the Convention Facilitator to make sure Conventions get the resources and support they need
- o Develop and improve current support for events run by NSS Regions.

Required Qualifications

- 3+ years of relevant work or volunteering experience, Bachelor's degree or higher preferred.
- Ability to represent the organization professionally internally and externally
- Exceptional program leadership skills, with the ability to create a vision and lead a team to deliver it.
- Talented people manager, with a proven track record of successfully supporting high performance from volunteer staff and indirect collaborators. Exceptional self-management and upward management skills.
- Individual with a positive, affable, and approachable manner, who cares about the work of and the people on their team. Promotes a constructive and fun teamwork-oriented work environment.
- Ability to build strong relationships with volunteer, remote teams within and across Divisions. Strong interpersonal skills and the ability to engage effectively with internal and external stakeholders. Can resolve interpersonal conflicts within and across teams and Divisions.
- Demonstrated ability to anticipate strategic program needs and risks, taking the initiative to address them.
- Action-oriented, flexible problem-solver with an ability to manage multiple varied teams, develop solutions to obstacles and resource gaps, embrace and communicate effectively through ambiguity, and drive task completion.
- Willingness to roll up sleeves and ability to overcome barriers and setbacks.
- Excellent written and oral communication skills with basic Microsoft Office programs. Knowledge of Convention operations.

The NSS is committed to diversity and inclusion. All individuals, regardless of personal characteristics, are encouraged to apply.